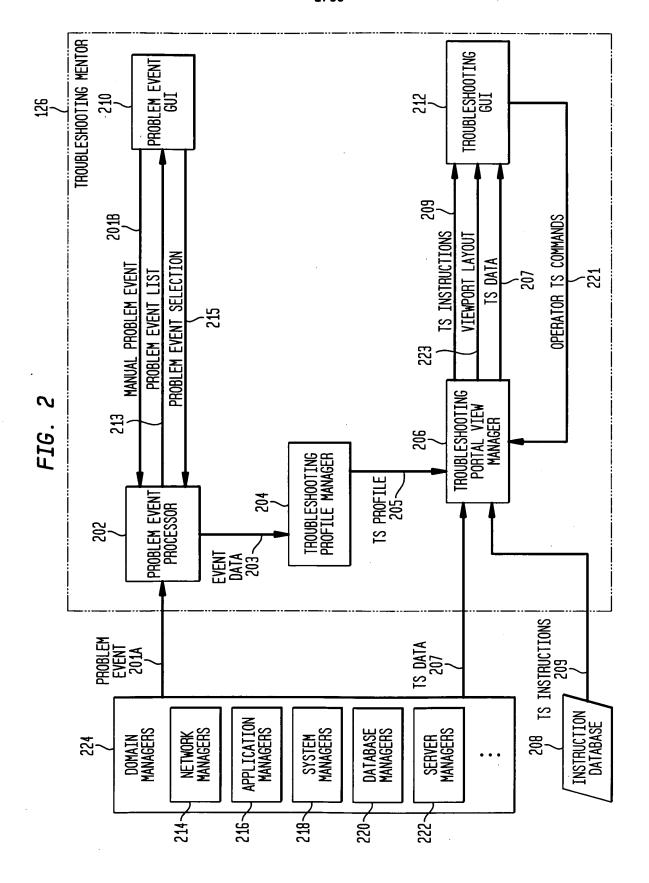


BEST AVAILABLE COPY



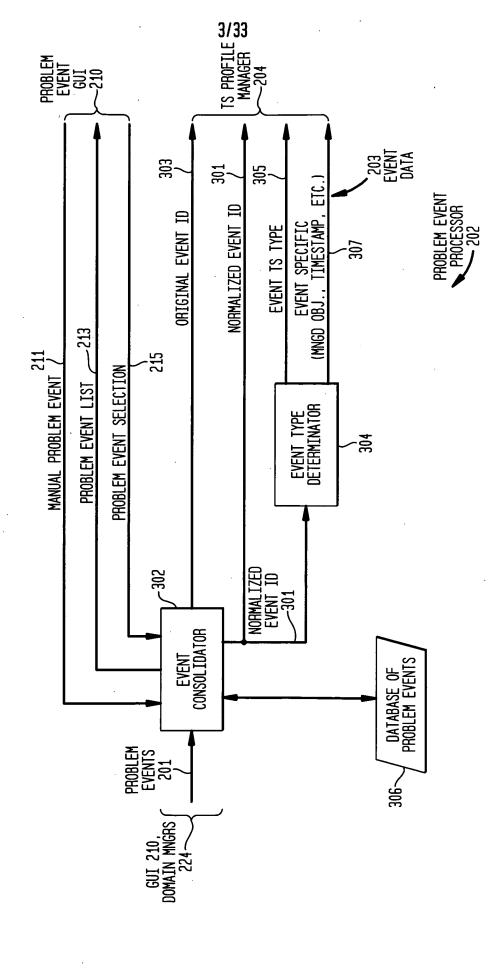


FIG. 3

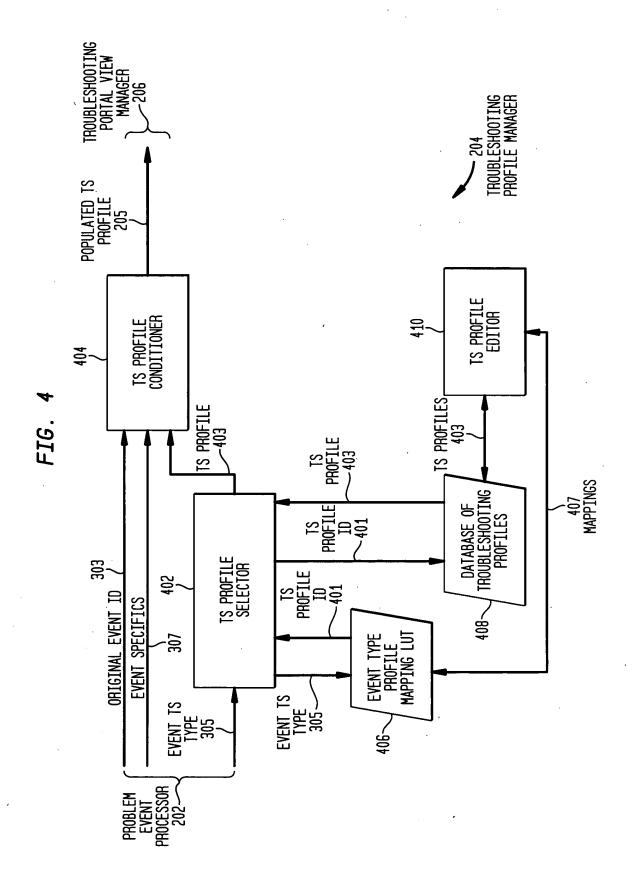
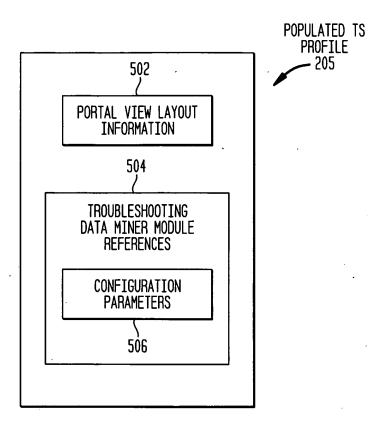
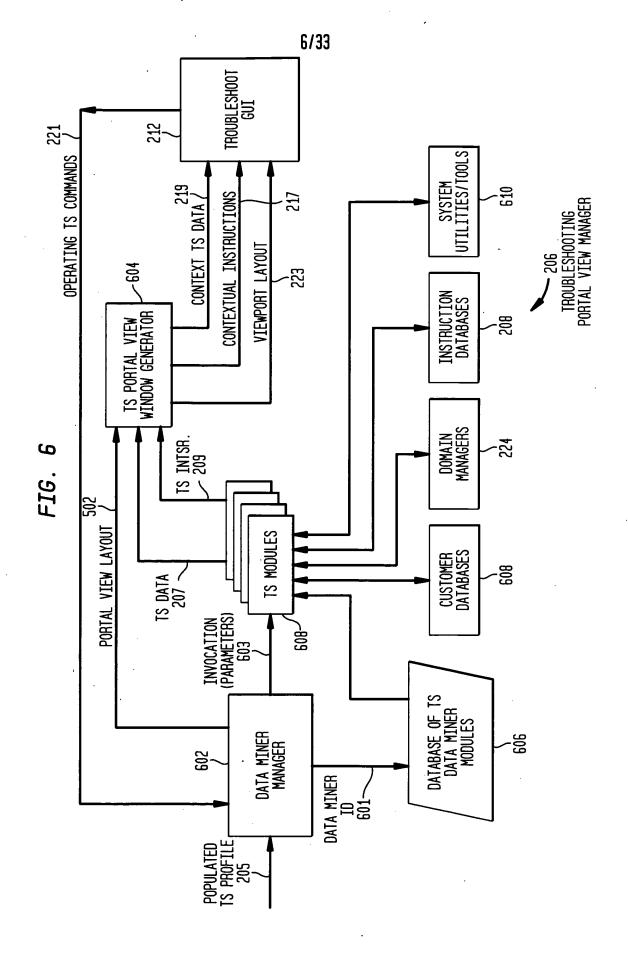
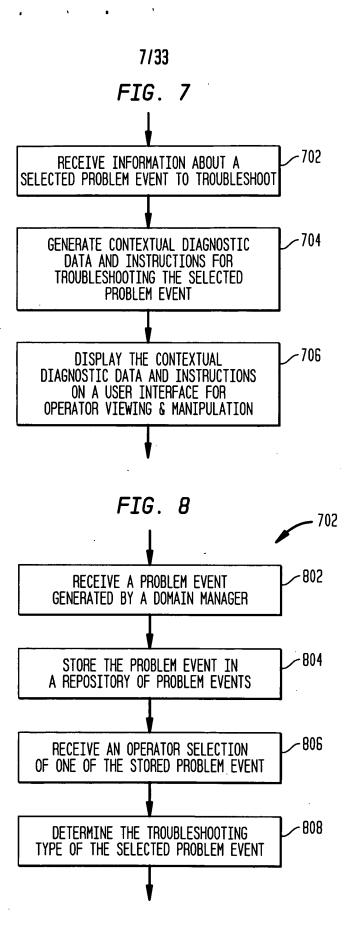


FIG. 5







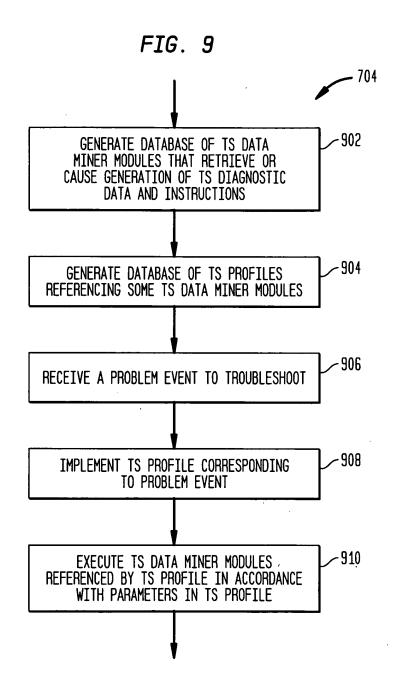
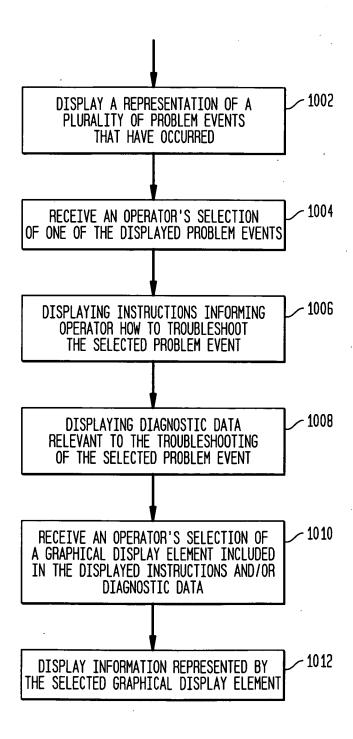


FIG. 10



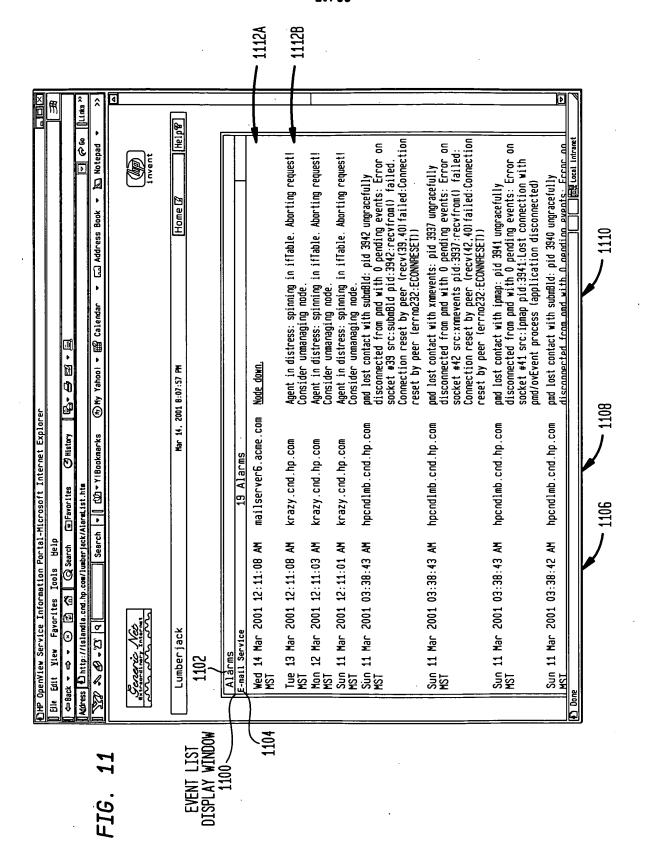


FIG. 12

	TS PROFILE
FIGURE 12A	1200
FIGURE 12B	
FIGURE 12C	
FIGURE 12D	
FIGURE 12E	·
FIGURE 12F	

FIG. 12A

	PROFILE 1200—	
		, HEADER
1	<pre>d<?xml version="1.0" encoding="UTF-8"?> <!DOCTYPE PortalView SYSTEM "PortalView.dtd"> <portalview <="" colorscheme="/OvSipDocs/styles/default.css" defaultsheetid="Troubleshoot" pre="" refreshrate="3600" showdatetime="yes" showusername="yes"></portalview></pre>	1202
2	<pre><!DOCTYPE PortalView SYSTEM *PortalView.dtd*> </pre>	
3	<portalview< td=""><td>VIEW WINDOW</td></portalview<>	VIEW WINDOW
4	colorScheme="/OvSipDocs/styles/default.css"	ATTRIBUTES
ე ლ.	defaultSheetID="Troubleshoot" refreshRate="3600"	1204
7	snowbaterime= yes snowbsername= yes userName="Any User">	ı
8	<pre></pre>	!
9	Troubleshooting">	! ! !
10	<pre><column *="" iqth="uarrow"></column></pre>	TO MODULE
- 11 🔻	<pre><moduleinstance< pre=""></moduleinstance<></pre>	TS MODULE REFERENCE
12	classid="com.hp.ov.portal.modules.service.SvcCardServ	1206A
13 '	let" display="ves" rollupState="down"id="my6"	IEVUA
14	help="/OvSipDocs/C/help/SvcCard/cardView.htm"	I I
15	title="Impacted Services">]]
1b	<pre><servicecard details="no" server="bacchusn"></servicecard></pre>	! !
1/	<pre><serviceref name="email"></serviceref> </pre>	·
10	 	i I
20	ModuleInstance	TS MODULE
21	classid="com.hp.ov.portal.modules.ovgeneric"	REFERENCE
22	display="ves"	1206B
23	display="yes" help="/OvSipDocs/C/help/examples/integ.html"	
74 '		
25	Customers">	
26	<generic></generic>	
2/	<submodule></submodule>	1 !
28 29	<titlebar title="Gold Customers"></titlebar>	
30		
31	data=" VIC1 "/>	! !
32	<submodule></submodule>	
33	<titlebar title="Silver Customers"></titlebar>	
- ; i	TITLEDGI TITLE OTTYCH OUGTOMETS 12	
1		1

FIG. 12B

```
TS PROFILE
                                                             1200
34
              <EmbeddedHtml</pre>
35 i
    data="&lt:strong>Cust1<br&gt;Cust4&lt;br&gt;C
                                                                  TS MODULE REF
36
     ust6</strong&gt;"/>
                                                                   1206B (CONT)
37
             <Submodule>
38
            </Generic>
39
          </ModuleInstance>
40
          <ModuleInstance
41
    classid="com.hp.ov.portal.modules.vpis" display="yes"
    help="/OvSipDocs/C/help/VPIS/VPISView.html"
42
                                                                  TS MODULE REF
43
     id="module9" rollupState="down" title="Internet
                                                                      1206C
     Services">
44
45
            <VPIS days="30" hours="1">
             <ServiceType availability="yes"</pre>
46
47
    availabilityReport="no" name="IMAP4-Email Service"
48
    responseTime="no" responseTimeComponents="no"
49
     serviceLevelViolations="yes"
     serviceLevelViolationsReport="no"/>
50
51
            </VPIS>
52
          </ModuleInstance>
53
          <ModuleInstance
54
    classid="com.hp.ov.portal.modules.health"
55
    display="yes"
    help="/OvSipDocs/C/help/nmHealth/healthView.html"
56
                                                                  TS MODULE REF
    id="module25" rollupState="down" title="Network
57
                                                                      1206D
58
    Health">
59
            <NetworkHealth showRawData="no"
    showUnknown="no">
60
             <Summary display="yes" displayDepth="3"</pre>
61
    id="Summary6" title="mailserver6.acme.com Health">
62
              <Component href="#IfHealth" vital="no"</pre>
63
    weight="1"/>
64
              <NodeSelection id="Servers" op="AND"
65
    title="Servers">
66
               <IPHostFilter op="OR">
67
```

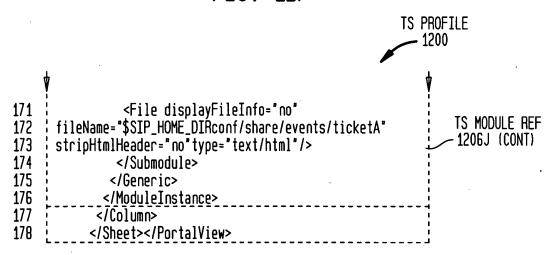
```
FIG. 12C
                                                         TS PROFILE
                                                            1200
68
                 <IPHost
69 : hostname="coleman.cnd.hp.com"/>
                                                                  TS MODULE REF
70
              </IPHostFilter>
                                                                  1206D (CONT)
71
             </NodeSelection>
72
             </Summary>
73
            </NetworkHealth>
 74
          </ModuleInstance>
 75
          <ModuleInstance
                                                                  TS MODULE REF
 76
     classid="com.hp.ov.portal.modules.bookmarks"
                                                                      1206E
 77
     display="yes"
78
     help="/OvSipDocs/C/help/bookMark/bookmkView.html
     "id="my1450" rollupState="down" title="Reports">
79
80
            <Bookmarks>
81
             <Entry
82
     href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
83
     service_history_yesterday/default.htm"
84
     target="bookmarkwin" title="Services"/>
85
             <Entry
86
     href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
     service_severities/default.htm" target="bookmarkwin"
87
88
     title="Availability"/>
89
             <Entry
 90
     href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
91
     service_history_yesterday_horizontal/default.htm"
92
     target="bookmarkwin" title="Performance"/>
 93
            </Bookmarks>
 94
          </ModuleInstance>
95
         </Column>
96
         <Column width="wide">
                                                                  TS MODULE REF
 97
           <ModuleInstance
                                                                     1206F
98
      classid="com.hp.ov.portal.modules.ovgeneric"
      display="yes" id="Trouble1" rollupState="down"
99
100
      title="Event Information">
101
           <Generic>
             <Submodule>
102 :
```

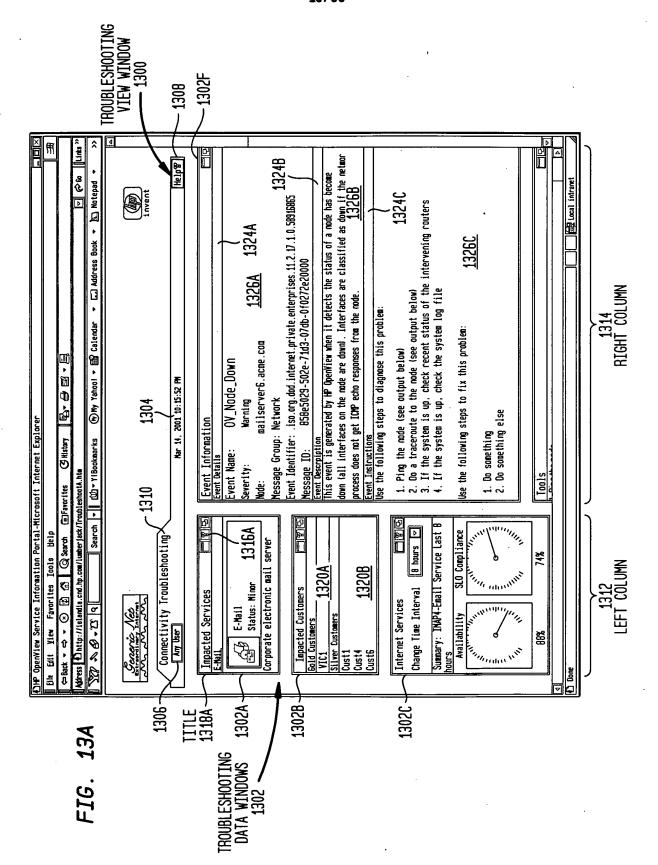
FIG. 12D TS PROFILE 1200 103 <TitleBar title="Event Details"/> 104 <File displayFileInfo="no"</pre> fileName="\$SIP_HOME_DIRconf/share/events/detailsA 105 "stripHtmlHeader="no"type="text/html"/> TS MODULE REF 106 1206F (CONT) 107 </Submodule> 108 <Submodule> <TitleBar title="Event Description"/> 109 <File displayFileInfo="no"</pre> 110 fileName="\$SIP_HOME_DIRconf/share/events/descript 111 ionA" stripHtmlHeader="no" type="text/html"/> 112 113 </Submodule> <Submodule> 114 <TitleBar title="Event Instructions"/> 115 116 <File displayFileInfo="no" fileName="\$SIP_HOME_DIRconf/share/events/instructi 117 118 onsA"stripHtmlHeader="no" type="text/html"/> 119 </Submodule> 120 </Generic> 121 </ModuleInstance> 122 <ModuleInstance 123 classid="com.hp.ov.portal.modules.ovgeneric" 124 display="yes" id="Trouble2" rollupState="down" TS MODULE REF 125 title="Tools"> 1206G 126 <Generic> 127 <Submodule> 128 <TitleBar title="Ping"/> 129 <File displayFileInfo="no"</pre> fileName="\$SIP_HOME_DIRconf/share/events/ping" 130 131 stripHtmlHeader="no" type="text/plain"/> 132 </Submodule> 133 <Submodule> 134 <TitleBar title="Traceroute"/> 135 <File displayFileInfo="no"</pre> fileName="\$SIP_HOME_DIRconf/share/events/tracerou 136 137 ! te" stripHtmlHeader="no" type="text/plain"/>

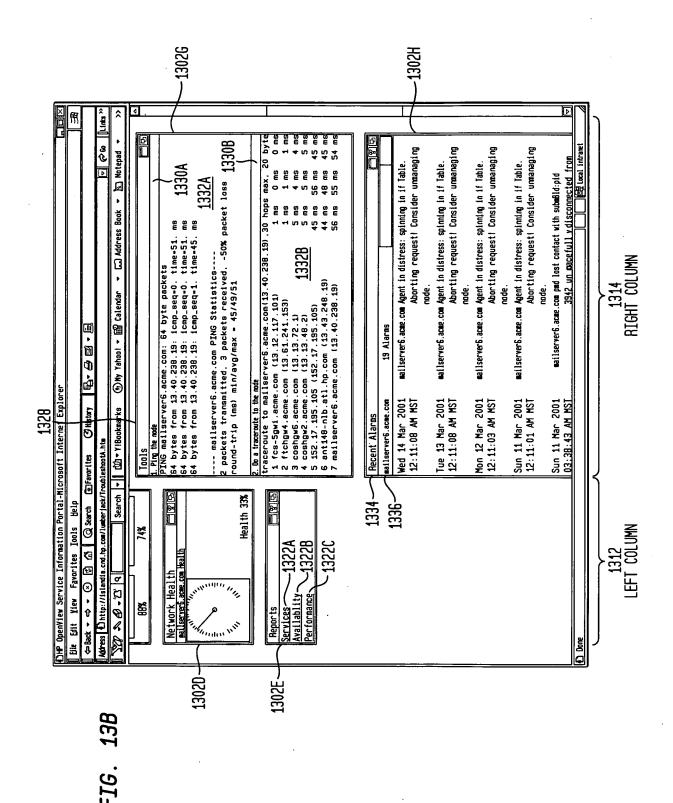
FIG. 12E

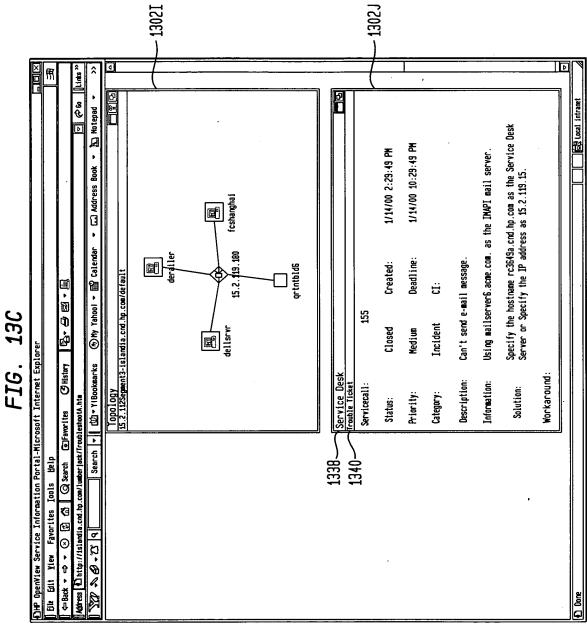
```
TS PROFILE
                                                              1200
                                                                   TS MODULE REF
138
            </Submodule>
                                                                   1206G (CONT)
139
            </Generic>
140
           </ModuleInstance>
141
           </ModuleInstance
                                                                TS MODULE REF
142
      classid="com.hp.ov.portal.modules.alarms"
                                                                  – 1206H
143
      display="yes"
144
      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
145
      id="module23" rollupState="down" title="Recent
146
      Alarms">
147
            <AlarmDisplay>
148
             <CategoryDefName href="mailserver6.xml"/>
149
            </AlarmDisplay>
150
           </ModuleInstance>
151
           <ModuleInstance
152
      classid="com.hp.ov.portal.modules.topomap"
153
      display="yes"
                                                                TS MODULE REF
154
      help="/OvSipDocs/C/help/NMN/mapsView.html"
                                                                   - 1206I
      id="module10" rollupState="down" title="Topology">
155
156
            <TopologyMap drillDown="no"
157
     -showStatus="yes">
158
             <Submap
159
      href="ovw://islandia.cnd.hp.com/default/15.2.112.Segm
160
      ent3"/>
161
              <Submap object="mailserver6.xml">
162
            </TopologyMap>
163
           </ModuleInstance>
164
           <ModuleInstance
165
      classid="com.hp.ov.portal.modules.ovgeneric"
                                                               TS MODULE REF
      display="yes"id="Trouble3" rollupState="down"
166
                                                                   - 1206J
167
      title="ServiceDesk">
168
            <Generic>
169
             <Submodule>
170
              <TitleBar title="Trouble Ticket"/>
```

FIG. 12F









	VIEW WINDOW	1406	_
		D	
EN Calendar * CAddress Book * Notepad * Invent	8:13:20 PR HOME (3 Help 9	Web server response time SLO violation. Node added	THE THEFT PAPER THE OWNER.
Glistary Glookmarks	Nar 14, 2001 8:13:20 PM	52 Alarms mailserver4.acme.com fccfowler.cnd.hp.com yunker4.cnd.hp.com fcci805701.cnd.hp.com r14setup.cnd.hp.com mustang.cnd.hp.com tthp167.cnd.hp.com tthp167.cnd.hp.com	
DHP OpenView Service Information Portal-Nicrosoft II Elle Edit Yiew Favorites Iools Help 中Back マーマ 〇 章 心 《 Q Search 画 Favorites Mddress ② http://islandia.cnd.hp.com/lumberjack/AlanulistB.his	Lumberjack	Alarms Web Service Wed 14 Mar 2001 07:17:11 PM NST Wed 14 Mar 2001 07:16:50 PM NST Wed 14 Mar 2001 03:58:05 PM NST Wed 14 Mar 2001 02:15:52 PM NST Wed 14 Mar 2001 12:12:12 AM NST Wed 14 Mar 2001 12:01:44 AM NST Wed 14 Mar 2001 12:01:44 AM NST Wed 14 Mar 2001 11:40:58 AM NST Wed 14 Mar 2001 11:40:58 AM NST Tue 13 Mar 2001 11:15:53 PM NST Tue 13 Mar 2001 11:15:53 PM NST Tue 13 Mar 2001 07:24:38 PM NST Tue 13 Mar 2001 07:24:38 PM NST Tue 13 Mar 2001 07:24:38 PM	
14	_	1402	

FIG. 1

FIG. 15

	TS PROFILE
FIGURE 15A	1500
FIGURE 15B	
FIGURE 15C	
FIGURE 15D	
FIGURE 15E	
FIGURE 15F	

FIG. 15A

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE PortalView SYSTEM "PortalView.dtd">
      <PortalView
      colorScheme="/OvSipDocs/styles/default.css"
      defaultSheetID="Troubleshoot" refreshRate="3600"
      showDateTime="yes" showUserName="yes"
userName="Any User">
 7
 8
 9
        <Sheet id="Troubleshoot" title="Troubleshoot">
         <Column width="narrow">
10
11
           <ModuleInstance
      classid="com.hp.ov.portal.modules.service.SvcCardServ
12
      let" display="yes"
help="/OvSipDocs/C/help/SvcCard/cardView.htm"
13
14
      id="my6" rollupState="down" title="Impacted
15
      Services">
16
17
              <ServiceCard details="no" server="bacchusn">
18
                <ServiceRef name="email"/>
19
              </ServiceCard>
20
            </ModuleInstance>
21
            <ModuleInstance
22
      classid="com.hp.ov.portal.modules.ovgeneric"
23
      display="yes"
      help="/OvSipDocs/C/help/examples/integ.html"
id="Generic100" rollupState="down" title="Impacted
24
26
      Customers">
27
             <Generic>
28
              <Submodule>
29
               <TitleBar title="Gold Customers"/>
               <EmbeddedHtml</pre>
30
31
      data="<strong&gt;VIC2&lt;/strong&gt;"/>
              </Submodule>
32
33
             </Generic>
34
            </ModuleInstance>
```

FIG. 15B

```
35
            <ModuleInstance
     classid="com.hp.ov.portal.modules.vpis" display="yes"
36
37
     help="/OvSipDocs/C/help/VPIS/VPISView.html"
38
     id="module9" rollupState="down" title="Internet
39
     Services">
40
             <VPIS days="30" hours="1">
41
              <ServiceType availability="no"</pre>
42
     availabilityReport="no" id="module90" name="HTTP -
43
     Web Pages" responseTime="yes"
     responseTimeComponents="no"
44
45
     serviceLevelViolations="yes"
     serviceLevelViolationsReport="no"/>
46
47
             </VPIS>
48
            </ModuleInstance>
49
            <ModuleInstance
50
     classid="com.hp.ov.portal.modules.health"
51
     display="yes"
     help="/OvSipDocs/C/help/nmHealth/healthView.html"
52
53
     id="module25" rollupState="down" title="Network
54
     Health">
55
             <NetworkHealth showRawData="no"</pre>
56
     showUnknown="no">
57
              <Summary display="yes" displayDepth="3"</pre>
58
     id="Summary6" title="webserver4.acme.com Health">
59
               <Component href="#IfHealth" vital="no"</pre>
60
     weight="1"/>
61
               <Component href="#CiscoCpuUtil"
62
     vital="no" weight="1"/>
63
               <NodeSelection id="Routers" op="AND"
64
     title="Routers">
65
                <IPHostFilter op="OR">
66
                 <IPHost
67
     hostname="coleman.cnd.hp.com"/>
68
                </IPHostFilter>
69
               </NodeSelection>
```

```
FIG. 15C
                                                    TS PROFILE
                                                       1500
 70
               </Summary>
 71
             </NetworkHealth>
 72
             </ModuleInstance>
 73
             <ModuleInstance
 74
      classid="com.hp.ov.portal.modules.bookmarks"
 75
      display="yes"
      help="/OvSipDocs/C/help/bookMark/bookmkView.html
 76
 77
      "id="my1450" rollupState="down" title="Reports">
 78
             <Bookmarks>
 79
               <Entry
      href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
 80
 81
      service_history_yesterday/default.htm"
      target="bookmarkwin" title="Services"/>
 82
 83
               <Entry
 84
      href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
 85
      service_severities/default.htm" target="bookmarkwin"
      title="Availability"/>
 86
 87
               <Entry
      href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
 88
 89
      service_history_yesterday_horizontal/default.htm"
      target="bookmarkwin" title="Performance"/>
 90
 91
             </Bookmarks>
 92
            </ModuleInstance>
 93
           </Column>
 94
           <Column width="wide">
 95
            <ModuleInstance
 96
      classid="com.hp.ov.portal.modules.ovgeneric"
 97
      display="yes" id="Trouble1" rollupState="down"
      title="Event Information">
 98
 99
             <Generic>
100
               <Submodule>
               <TitleBar title="Event Details"/>
101
102
                <File displayFileInfo="no"</pre>
      fileName="$SIP_HOME_DIRconf/share/events/detailsB
103
      "stripHtmlHeader="no"type="text/html"/>
104
```

FIG. 15D

```
105
                </Submodule>
106
                <Submodule>
107
                 <TitleBar title="Event Description"/>
108
                 <File displayFileInfo="no"</pre>
      fileName="$SIP_HOME_DIŔconf/share/events/descript
109
      ionB"stripHtmlHeader="no"type="text/html"/>
110
111
                </Submodule>
                <Submodule>
112
                 <TitleBar title="Event Instructions"/>
113
114
                 <File displayFileInfo="no"</pre>
      fileName="$SIP_HOME_DIŔconf/share/events/instruci
115
      onsB"stripHtmlHeader="no"type="text/html"/>
116
117
                </Submodule>
118
              </Generic>
119
            </ModuleInstance>
120
            <ModuleInstance
121
      classid="com.hp.ov.portal.modules.ovgeneric"
122
      display="yes" id="Trouble2" rollupState="down"
123
      title="Tools">
124
              <Generic>
125
                <Submodule>
                 <TitleBar title="Ping"/>
126
127
                 <File displayFileInfo="no"</pre>
128
      fileName="$SIP_HOME_DIRconf/share/events/pingB"
129
      stripHtmlHeader="no"type="text/plain"/>
130
                </Submodule>
131
                <Submodule>
132
                 <TitleBar title="Traceroute"/>
133
                 <File displayFileInfo="no"</pre>
134
      fileName="$SIP_HOME_DIRconf/share/events/tracerou
135
      teB"stripHtmlHeader="no"type="text/plain"/>
136
                </Submodule>
137
              </Generic>
138
            </ModuleInstance>
```

FIG. 15E

```
139
             <ModuleInstance
140
      classid="com.hp.ov.portal.modules.vpis" display="yes"
141
      help="/OvSipDocs/C/help/VPIS/VPISView.html"
142
      id="module10" rollupState="down" title="Internet
143
      Services">
144
              <VPIS days="30" hours="1">
145
               <ServiceType availability="no"</pre>
      availabilityReport="yes" id="module100" name="HTTP
146
147
      - Web Pages" responseTime="no"
148
      responseTimeComponents="yes"
149
      serviceLevelViolations="no"
150
      serviceLevelViolationsReport="yes"/>
151
             </VPIS>
152
             </ModuleInstance>
153
             <ModuleInstance
154
      classid="com.hp.ov.portal.modules.alarms"
155
      display="yes"
156
      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157
      id="module23" rollupState="down" title="Recent
158
      Alarms">
159
             <AlarmDisplay>
160
               <CategoryDefName href="webserver4.xml"/>
161
              </AlarmDisplay>
162
             </ModuleInstance>
163
             <ModuleInstance
164
      classid="com.hp.ov.portal.modules.ovgeneric"
165
      display="yes" id="Trouble3" rollupState="down"
166
      title="Service Desk">
167
             <Generic>
168
               <Submodule>
169
               <TitleBar title="Trouble Ticket"/>
170
                <file displayFileInfo="no"
171
      fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172
      stripHtmlHeader="no"type="text/html"/>
173
               </Submodule>
```

FIG. 15F

```
174
           <Submodule>
    175
176
177
178
179
180
         </Generic>
181
        </ModuleInstance>
182
      </Column>
     </Sheet></PortalView>
183
```

(DIMP OpenView Service Information Portal-Microsoft Internet Explorer Bin Edit View Favorites Jools Help		
中Back・今・〇 四 高 Q Search (配Favarites	Ollstor E. J E. J	
Address D http://islandia.cnd.hp.com/lumberjack/TroubleshootB.htm	୫୬ 🗅	Links "
	- 凶ッ YiBookmarks (も) My Yahoo! マ 田 Calendar マ に Address Book マ 区 Motepad マ	^
1900 - 19	Annent	4
Web Performance Troubleshooting	18- 11. 2001 (10.15.52) pu	
Impacted Services Triple E	Event Information	
Web Service	Event Name: 0V_SLO_Violation Severity: Major	
e Web service	Node: webserver4.acme.com	
cted Customers শৈপান্ত stares	ier:	
VIC2	5	
Internet Services 一家店	This event is generated by MPIS when it detects a SIO violation. This violation is that the Web Server response time has fallen below the acceptable threshold.	
.	Ise the following steps to diagnose this problem:	
Nourse Response Time SLO Compilance	1. Ping the mode (see output below) 2. Do a traceroute to the mode (see output below) 3. Check the performance trend graphs for the mode (see output below) 4. Check the response time through various network paths using Problem Diagnosis	
White willing	Jse the following steps to fix this problem:	
1.377 Seconds 50%	1. Do something 2. Do something else	
Network Health (司家) (国家) (国家) (国家) (国家) (国家) (国家) (国家) (国		
	Tools Ping the rade	
A CONTRACT OF THE PROPERTY OF	PING webserver4.acme.com: 64 byte packets 64 bytes from 13.40.238.13: 1cmp.seq-0. time-51. ms 64 bytes from 13.40.238.13: 1cmp.seq-0. time-51. ms 64 bytes from 13.40.238.13: 1cmp.seq-1. time-45. ms	
.		D A
Done	Select intranet	

FIG. 16

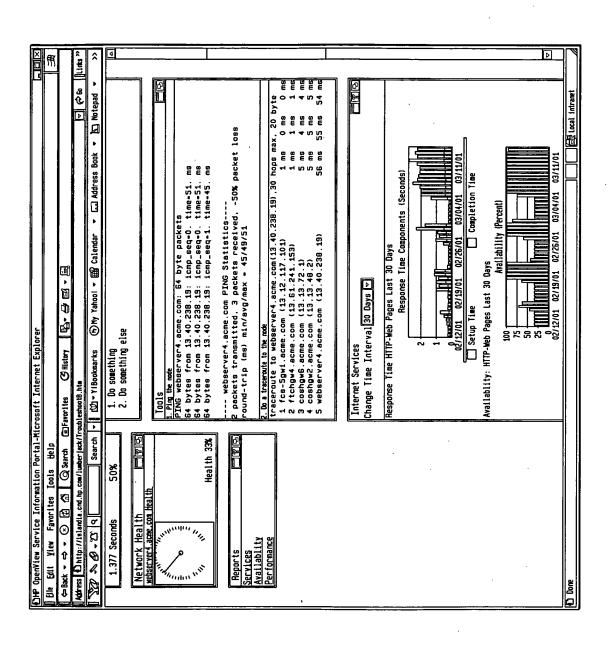


FIG. 16

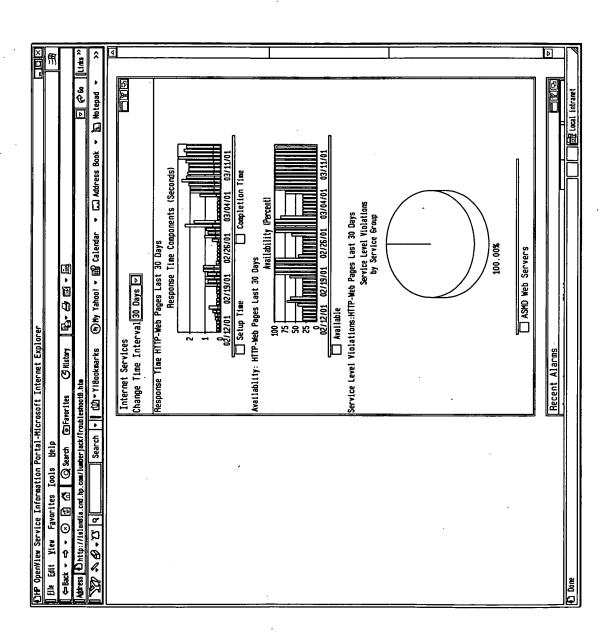


FIG. 16C

Ble Edit View Favorites Tools Helo	Helo				Ħ
	1 Se Favorites Gittstory	m [8-9]			
Address Dhttp://islandia.cnd.hp.com/lumberjack/TroubleshootB.htm	ack/Troubleshoot8.htm			නුළු <u> </u>	o Links "
% & - CD d	Search • Wookmarks		®Hy Yahool • 🕮 Calendar • 🗔	• 🖾 Address Book • 🖄 Notepad	*
	Recent Alarms				₫
	webserver4.acme.com	com 71 Alarms	FIRS		
	Wed 14 Mar 2001 07:17:11 PH MST		acme.com frik.cnd.hp.com re address for ovcah changing from 0x 0x001083191168	webserver6.acme.com frik.cod.hp.com reports a new physical address for ovcaha08.cod.hp.com. changing from 0x08000907A005 to 0x001083191168	
	Wed 07 Mar 2001 12:56:47 AM MST		acme.com Inconsistent s interface 15. 255.255.248.0	webserver6.acme.com Inconsistent subnet mask.255.0.0.0 on interface 15.2.116.12, should be 255.255.248.0	
	Tue 06 Mar 2001 12:56:42 AM MST		.acme.com Inconsistent s interface 15. 255.255.248.0	webserver6.acme.com Inconsistent subnet mask.255.0.0.0 on interface 15.2.116.12, should be 255.255,248.0	
	Sat 03 Mar 2001 08:54:50 AM MST		webserver6.acme.com System name changed (was fcakila.cnd.ho.com)	me changed (was .ho.com)	
٠	Fri 02 Mar 2001 08:54:17 AM MST		webserver6.acme.com Node added	ded	
	Service Desk				
	Servicecall:	209			<u> </u>
	Status:	Ореп	Created:	1/14/00 2:29:49 PM	
	Priority:	Medium	Dead1 ine:	1/14/00 10:29:49 PN	
	Category:	Incident	:10		
	Description:	Web pages take forever to display	rever to display		
	Information:	Trying to get Web	Trying to get Web pages from webserver4.acme.com.	4.acme.com.	
	Solution:	Specify the hostr Server or Specify	ome rc3649a.cnd.hp.co the IP address as 15	Specify the hostname rc3643a.cnd.hp.com as the Service Desk Server or Specify the IP address as 15.2.113.15.	ŀ
	Workaround:				
	Trauble Ticket Servicecall:	220			D

FIG. 16

FIG. 16